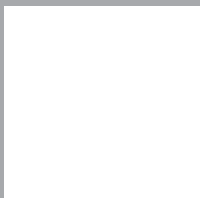
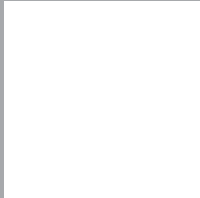


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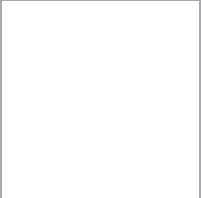
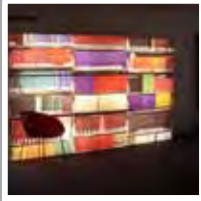
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# University Library Annual Report 2009

## Introduction by the University Librarian

A priority for 2009 has been to improve access to the Library's collections, and to use innovative technologies to achieve this. Students have responded very positively to the online LibGuides that were established at the beginning of 2009, and to the short online tutorials that demonstrate how to find books and journal articles.

Another example of improving access has been to align the classification of



our collections across all branch libraries. It is only in the last few years that we have reclassified the last remaining items from Bliss classification. The next stage has been to reclassify those parts of the collection arranged by Dewey Decimal Classification to Library of Congress Classification. This has been a significant physical project for the Australian Maritime College (AMC) and Launceston Campus Libraries, underpinned by changes to the catalogue records that were undertaken by Resources and Access. The AMC Library reclassification was completed mid 2009 and the Launceston Campus Library started at the end of the year in preparation for Semester 1 2010.

A master plan for the Morris Miller Library was developed in 2004 to improve physical access to the collections. We achieved the first phase of the project, refurbishing Level 1, in 2007. In 2009 the University was granted \$2 million through the Commonwealth Government's Capital Development Pool for refurbishment of Level 2. This work will proceed in 2010, and will provide 24 hour access to the Morris Miller Library. It will provide significant improvement to the entry level of the Library.

Linda Luther

## Overview of the University Library

The University of Tasmania Library system comprises eight libraries. Three libraries, Morris Miller, Law and Science, are situated on the Sandy Bay campus. The Art, Music and Clinical Libraries are located in central Hobart. The Launceston Campus Library and the Australian Maritime College (AMC) branch library are located on the University's campus at Newnham, Launceston.

In addition to these branches, the University Library provides liaison services to the Cradle Coast Campus at Burnie and the Inveresk campus in Launceston, and supports a resource room at the Cradle Coast Campus. The Library also supports the School of Nursing and Midwifery's students in Sydney at St Vincent's Hospital and Rozelle.

In 2009 the Library served a population of 24,430 students and 2,547 staff. It had a budget of \$11,953,661 and employed 81.5 FTE staff in continuing and fixed term positions, as well as casual staff, to deliver services across Tasmania.

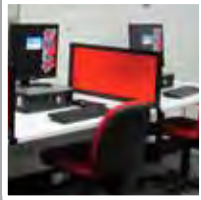
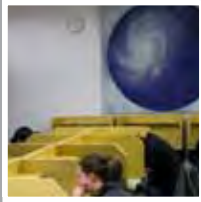
Strategic goals for the Library in 2009 were to:

- respond to innovation in teaching, learning and library environments
- provide access to a diverse range of collections and information resources to support UTAS teaching, learning and research
- improve the delivery of Library services and information in online learning environments
- provide a variety of physical learning spaces and facilities
- support staff engagement in learning
- contribute to the creation and preservation of Tasmanian heritage and culture

## Our services

The Library continues to look for innovative ways to deliver services and in 2009 published the *Pocket Guide* to services in Chinese, Thai, Indonesian and Malay, these being the languages other than English most widely spoken by UTAS students. A PDA resource for Medicine students was created using Delicious social bookmarking and embedded in the Library's subject guide for Medicine.





In April a Library Marketing Group was formed to improve marketing and visibility of Library services – this had been identified as a need in the results of the staff survey. The group gathered ideas from all Library staff and identified future promotional activities. The group arranged for the 2010 UTAS Student Diary to carry a series of advertisements for Library services.

The Library's clients were surveyed in 2008 and wanted Library collections to include more of what they need and course-specific resources to be easier to find and access. In 2009 the Library made four short videos available on the Library website that demonstrate how to find books, journal articles and e-Reserve items and made them easily accessible from the catalogue and subject guides. Feedback has been overwhelmingly positive and the Library plans to produce more online tutorials. A 'Suggest a purchase' form was added to the Library's website in February, inviting Library clients to suggest items for addition to the collection.

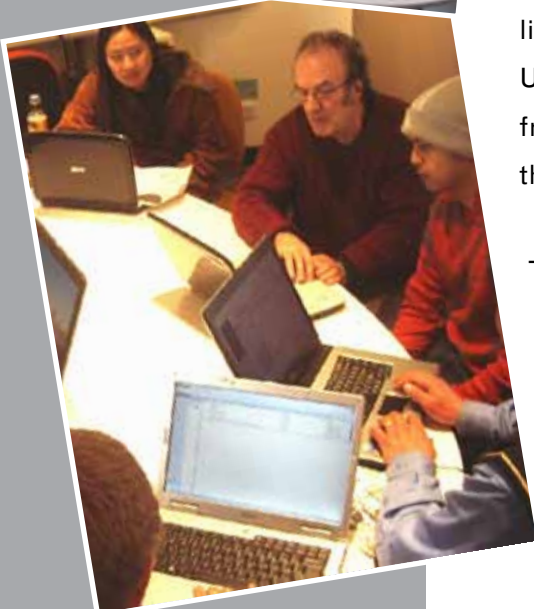
A number of Library-specific links were added into MyLO (the UTAS online learning environment), enabling access to the Library's services and resources at the students' point of need.

The Library also piloted the use of Equella to create unit-based reading lists allowing students to discover and access all electronic course material or information about physical items from a single location via MyLO or the Library's catalogue. The pilot was very successful and the Library plans to extend the system in 2010.

A similar online unit reading list system to deliver transcribed materials to print-disabled students was also successfully piloted in 2009 and will be used in 2010.

The Library joined the CAVAL Reciprocal Borrowing Program in 2009. Thirty one UTAS students applied for a CAVAL card to borrow from other CAVAL libraries and one student of other CAVAL libraries applied to borrow from UTAS. The Library has 108 students of other universities registered to borrow from UTAS under the University Libraries Australia program, a decrease on the 377 registered in 2008.

The Library stepped into a new role in 2009 and facilitated a Key ICT program providing face-to-face basic IT training for students in the first few weeks of semester. While numbers attending were small, the attendees were very grateful for the chance to learn IT skills that will be critical to undertaking their studies. The Library has received funding to continue and expand the Key ICT program in 2010.



The Library's major project to scan the library systems environment and examine future requirements for the Library's systems reported early in 2009. Among the recommendations to be considered in 2010 were that the Library should:

- as a high priority, implement a new resource discovery interface – a single search interface that would allow clients to simultaneously search the Library's catalogue, electronic journal articles, digital repository and other resources
- investigate the delivery of notices (reservations ready for pick-up, items becoming overdue) via SMS
- investigate delivering the search interface on mobile, small screen devices
- trial Web 2.0 features in the Library's catalogue such as tagging and enriched content such as book jackets. LibraryThing tags would allow clients to discover links between items that other people have drawn, bringing together related items in new ways.

The report also concluded that there was a very limited number of commercial system vendors who could provide systems with the required functionality. Open source software was found to be not yet mature enough to meet the Library's needs.

## Our support for teaching, learning and research

Library staff participated in the delivery of UniStart to Nursing students in Sydney, in collaboration with other sections of the Division of Students and Education, to improve support for these students. UniStart is a five day pre-semester program which aims to develop essential skills required for success at university, such as essay writing, academic reading, academic integrity and critical thinking.

The Library has had a large number of subject guides to library resources for several years. In 2009, the Library extended these guides to include *Referencing and assignment writing* – which had 74,467 hits and was the most heavily used of the Library's guides. The Tasmanian Qualifications Authority has recognised the value of the library guides and provides a link to the UTAS Library guide on referencing on its website.

The Library advocates the embedding of information skills into the curriculum. Information skills give students the ability to locate, evaluate and use information effectively and are a prerequisite for life-long learning. In 2009, Anna Klebansky (Launceston Campus Library) was seconded to the Faculty of Education to work with them as their Course Restructuring Project developed new unit outlines for all 2010 courses. Anna collaborated with







Education academics to embed information and research skills into identified units in the Bachelor of Education, Bachelor of Physical Activity Studies and Masters of Teaching programs.

The Library increased its profile in supporting researchers in 2009. Library staff presented sessions at Graduate Research workshops and presented posters on copyright and RSS and a workshop on documenting literature search techniques to the Tasmanian University Postgraduate Association (TUPA) conference in September. Information on copyright for research higher degree candidates and teaching staff was published in print and on the Library's website in August. Liaison librarians held a very successful planning day with the Dean of Graduate Research as their guest and the Library will be teaching in the Graduate Certificate (Research Skills) that the Dean is proposing be compulsory for higher degree research students from 2010 onwards.

The Library coordinated and delivered a unit of the UTAS Graduate Diploma of Information management for the second year. Student feedback on the unit was very positive and all 11 students passed.

## **Our collections**

The Library has experienced significant growth in its collection of electronic resources in recent years – approximately two-thirds of the acquisitions budget is spent on electronic books, journals and databases. With the global financial crisis late in 2008 and the consequent affect on Australian dollar exchange rates, there were few new subscriptions in 2009. The largest was the *17th & 18th Century Burney Collection* of newspapers, pamphlets and books, purchased in conjunction with the School of History and Classics.

A major review of the Library's subscriptions to electronic resources was undertaken in 2009 which confirmed the continuing value of many of our subscriptions and the usage being made of these resources. Extensive consultation with academic staff identified over \$135,000 of savings from cancellation of titles no longer required, with low usage or high cost per use.

In 2009 the Library undertook several projects focussing on the management of the print collections. The Library reviewed the book collections, particularly in the Morris Miller, Launceston and Science libraries, to ensure the print collections remain relevant to the needs of Library clients and provide increased study and learning spaces for Library clients. Over 30,000 volumes were withdrawn in 2009 and over 110,000 volumes had been designated for closed access at the completion of a 2008-2009 project. The Library also established guidelines for reference collections to assist staff to review the collections, in terms of subject scope and materials and resources



in them, and to provide procedures for selection of new materials and for de-selection and weeding.

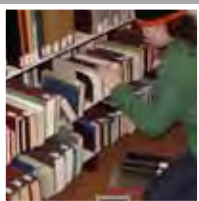
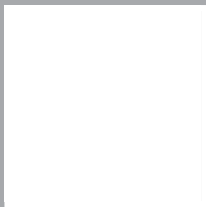
The Library entered an agreement with Iron Mountain, an international commercial provider of secure storage with a purpose-built facility in Hobart, to house low-use journals from the Library's collections. There are now over 40,000 journal volumes in closed access. Mechanisms are in place to retrieve material if required but very low numbers of requests were made.

The reclassification of the AMC Library collections from Dewey to Library of Congress was completed mid-2009 and resulted in a collection in which it is easier to retrieve and shelve items. Feedback from AMC clients was overwhelmingly positive. A much larger project to convert the Launceston Library and Cradle Coast collections to Library of Congress was begun and books and serials will be reclassified by the start of semester in 2010.

The Library houses print copies of UTAS higher degree theses. In 2009 the Library identified approximately 100 of the most requested theses and assessed the feasibility of digitising them to improve access and enhance preservation of the originals. CAVAL digitised some test theses using a high-speed process that does not damage or dis-bind the items and more theses will be digitised as funding becomes available.

The Library received another generous donation from Roger and Maxeme Tall, via the University Foundation, to fund the conservation of a further four important volumes, published between 1470 and 1813, now held in the Library's Special Collections.





The volumes are:

- Iohannes Nyder, *Praeceptorium Diuinae Legis*, Cologne, published not later than 1470
- Jerome, *Opera*, 9 vols in 4, Basel 1565
- Caspar Stoll, *Natuurlikke en naar het leven nauwkeurig gekleurde Afbeeldingen en Beschrijvingen der Spoken, Wandelnde Bladen ...*, 2 vols, Amsterdam, 1813
- D. Fenning, *A New System of Geography ...*, 2 vols, London, 1785, which contains Matthew Flinders' bookplate and Sir John Franklin's signature.

The Talls visited the Library in March to see the two volumes their previous donation had restored and to meet Dr Keith Adkins, the conservator who had carried out the work.

Other individual donations to the Library in 2009 included:

- British and European history material from the library of Frank Miller Thomlinson
- a major donation of Australian and American literature, film and literature, and women in literature material from the teaching collection of Professor Lucy Frost, School of English, Journalism and European Languages.

## Our facilities

The University was granted \$2 million through the Commonwealth Government's Capital Development Pool allocations for the refurbishment of Level 2 of Morris Miller Library to include 24/7 access to facilities on this level and Level 3 and improvements to study and work spaces, including 50 additional study spaces in the Reserve/Reference area and airconditioning. The space was cleared, staff relocated and hoardings erected in November in readiness for the work to start as soon as possible. Morris Miller Library was built in the 1960s to cater for around 2000 students. In 2009, gate count statistics were 539,049 and 12,850 students were enrolled in Hobart.

Planning for a new Launceston Campus Library building continues and the Library is represented on the Heartland User Group. The Heartland project aims to create a vibrant hub and

welcoming entrance to the Launceston campus with a precinct that includes the Library and associated student and support services.

Refurbishment of the Law Library included a new Reserve area with compactus for books published pre-1900, upgraded study rooms and new chairs and work desks for students. The Library is grateful to the Law Faculty for funding the improvements.

Refurbishment of the Science Library to create a training room and group study rooms was planned and approved in 2009 – work will be completed before the start of first semester in 2010.

The Library's clients identified in the 2008 client survey their need for access to more computers and more seating space and these refurbishments will deliver improvements in these areas.

The University's strategic plan includes a strategy to reduce UTAS' carbon footprint and energy expenditure. The Library is represented on the UTAS Green ICT Committee and two staff members are Sustainability representatives under the UTAS Environmental Management Plan, in which role they champion change to more sustainable behaviour, identify opportunities for improved environmental performance and disseminate information to their colleagues.

The AMC Library won second prize in the 2009 Energy Reduction Challenge in the electrically heated category by reducing its kWh/Day/m<sup>2</sup> energy consumption by 15% over 2008 figures. The prize money will be spent on further improving the sustainable performance of the building and raising staff awareness of sustainability.

In April, the Library moved to purchasing 50% recycled paper for use in photocopiers. Printers and new photocopiers installed during the year allow double-sided printing and scanning.

Launceston Campus Library and Morris Miller Library are drop-off locations for MobileMuster, the official recycling program of the mobile phone industry.





## Our staff

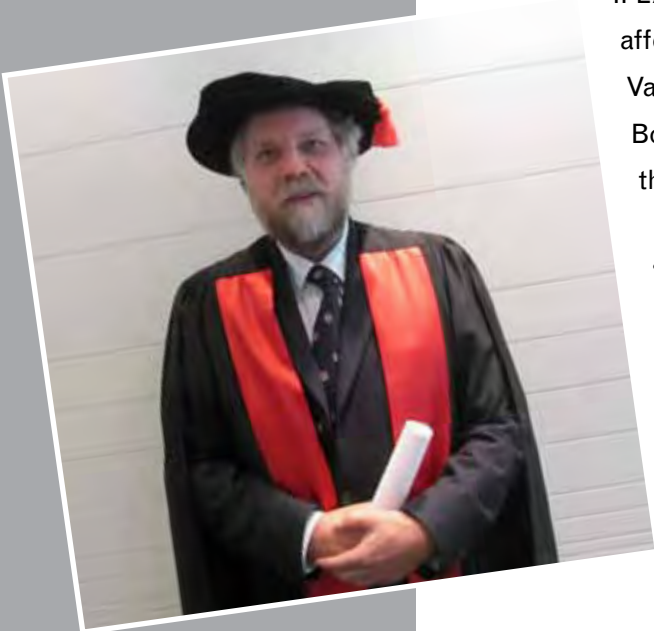
The Library conducted a staff survey late in 2008 to ascertain how well staff think the Library performs in relation to what they think is important, and to identify areas in which the Library can improve. The University surveyed all staff in early 2009 to better understand staff attitudes and levels of engagement with the University, and to identify issues of concern to them. Responses from Library staff were similar on both surveys and broadly correlated with overall UTAS staff results. The Library instituted a number of actions in response to the survey results and was represented on the UTAS Technology Working Party which will develop recommendations on University-wide actions in that area.

A particularly successful response to the staff survey was the establishment by the Library Staff Development Group of a short-term shadowing/job exchange program to develop knowledge and skills and allow staff to learn more about other sections of the Library, areas of the Division or University. Eight staff in 2009 took advantage of the opportunity to experience life in another work unit.

In 2008 the Library trialled flexible modes of ongoing part-time employment to provide evening, weekend and public holiday client services in the Morris Miller and Launceston Campus libraries. The trial resulted in the Library using continuing averaged part-time positions to meet this need. These positions include rostered hours during weekday opening to allow staff to participate more fully in Client Services tasks, teams and training.

We congratulate the following staff on their achievements during 2009:

- Derek Rowlands (Copyright and Digital Assets) was awarded a PhD (Education) for his thesis on factors in the persistence of distance higher education students.
- Vanessa Warren (Morris Miller Library) presented a paper at the international IFLA conference in Milan in August on workforce planning issues affecting academic libraries and the development of new librarians. Vanessa also had a poster accepted for a pre-conference session in Bologna. In March, Vanessa became the Tasmanian representative on the national ALIA New Graduates group.
- Rodney Foley (Systems) presented a paper at the Educause Australasia conference in Perth in May on trends in integrated library systems and whether they can deliver what library users really want.
- Katrina Dewis (Clinical Library) attended the Aurora Institute which is a challenging leadership program for library professionals that emphasises exploring personal potential.





- Natasha Johnston (Morris Miller Library) completed a Graduate Diploma in Applied Science (Library and Information Management) at Charles Sturt University.
- Susan Robson, Scott Wylie (Morris Miller Library) and Louise Earwaker (Launceston Campus Library) completed the ELT501 Foundations of University Learning and Teaching unit of the UTAS Graduate Certificate in University Learning and Teaching.
- David Harvey (Morris Miller Library) received the Advanced Diploma Library/Information Services from the Tasmanian Polytechnic.
- Jasmine Campbell and Pep Nichols (Morris Miller Library) completed their Diploma in Library/Information Services at the Tasmanian Polytechnic. Heather Excell (Morris Miller Library) completed Certificate IV in Design and Multimedia. Staff studied under the Existing Employee Program (EEP) - a Commonwealth funded Australian Apprenticeship scheme which allows staff to gain nationally recognised credentials.
- Karmen Pemberton and Tricia Vierra (Morris Miller Library) presented a session at the 'Onward and Upward' Post Year 10 Libraries Conference, in November on 'Step Up: UTAS Library Outreach to Years 11 & 12'. Karmen and Tricia also presented a poster on Step Up at the UTAS Teaching Matters conference in November.
- Jules Witek (Morris Miller Library) published 'ALIA National Library and Information Technicians Conference 2009' in *Associates: the electronic library support staff journal*, November 2009, vol. 16, no. 2
- Derek Rowlands and Gill Ward (Copyright and Digital Assets) were nominated for a Vice-Chancellor's Award for Outstanding Contributions to Teaching and Learning for their work with the Library's Quaker collection and the creation of a digital repository of historical primary source material.
- Law Library staff were acknowledged by Norman Palmer, author of *Palmer on Bailment*, 3rd edn, for having '*been marvellously resourceful and efficient, resolving esoteric inquiries and unearthing obscure material with great efficiency and good humour.*'
- Felix Wilson (Morris Miller Library) satisfied the performance criteria in the Library's framework to develop capabilities in new and recent graduates. The Library supported Felix in his successful reclassification application to Liaison Librarian B.





- Prue Senior (Launceston Campus Library) and Debra Wilson (Morris Miller Library) completed the UTAS Leadership Development for Women program.
- Joel Harbottle (Launceston Campus Library) was awarded the TALIAtec Student Grant to attend the ALIA 2009 National Library and Information Technicians' conference in Adelaide.
- Three staff completed the University of Sheffield's online/elearning FOLIOz course on measuring service quality.
- Four Library staff received training in the PRINCE2 project management methodology.
- A number of Library staff participated in CAVAL committees, workshops and forums focussing on a range of issues affecting services to libraries.



Long serving staff members Ian Barton (Clinical Librarian), Paul Reynolds (Art and Music Librarian), Chris Halloran (Document Delivery Librarian) and Tony Ryan (IT Support) were farewelled from the Library with thanks for their many years of hard work and service. Darryl Restall, who for many years has provided client services support for the Library service at Cradle Coast, moved to a position as Educational Developer with the Centre for the Advancement of Learning and Teaching (CALT) at the Cradle Coast.

## Working with our community

The Library continued our program of very successful exhibitions and events in the foyer of the Morris Miller Library. An exhibition on Charles Darwin and his visit to Hobart celebrated the bicentenary of his birth and the 150th anniversary of the publication of *On the Origin of Species*. The exhibition included a first-edition copy of this work from the Library's collection.



The centenary of Biology at the University was marked in June by a very successful exhibition on Biology's foundation professor, Theodore Thomson Flynn and his son Errol, entitled 'The Professor and the Tasmanian Devil'. Over 70 people attended the launch of the exhibition, which was visited by Professor Flynn's grand-daughter Rory and great-grandson and featured photos, tools, research papers, specimens, slides and photos belonging to Professor Flynn and movie posters, books and photos about Errol's career.

The centenary of Biology was also celebrated in October with an exhibition entitled 'Mossmania' which featured the botanical artistry of Lauren Black and Rod Seppelt.

Other exhibitions held in 2009 included 'Park Lives' photographs by Paula Silva and 'Conditions of Ambient Cognition' by Bill Hart, the joint head of e-Media at the UTAS School of Art. The work had been part of his submission for a Doctorate of Philosophy.

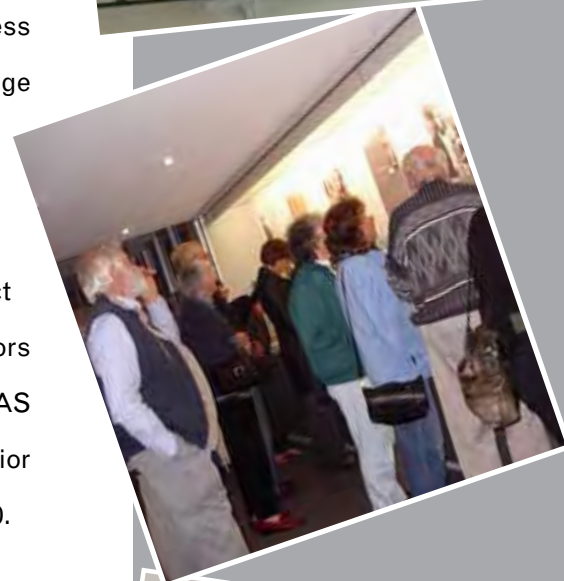
In February the Library hosted a two-day meeting of Australian and New Zealand libraries from all sectors who use the Horizon library system. With Horizon being phased-out by its vendor, the participants considered future system pathways and plans, including new developments such as open source software. Commercial system vendors also made presentations to the meeting. Horizon libraries are continuing their discussions via a hosted weblis.

In March the Library hosted, in conjunction with the State Library of Tasmania, a public lecture by visiting international award winning writer, historian and archaeologist, Ronald Wright. The lecture, 'Darwin's Ape and the Progress Trap' focussed on where the human race has been, from the Old Stone Age through the early civilisations to the industrial civilisation of today and what that can indicate about the future.

The Library received a UTAS Community Engagement Grant for a project to extend Library borrowing to Year 11 and 12 students and their educators and to develop a program of information skills to introduce them to the UTAS environment. Negotiations with government, independent and religious senior secondary schools took place late in 2009 and the program will begin in 2010.

Members of the community can become Special Borrowers of the Library and in 2009 the policy, procedures and fees for Special Borrowers were reviewed. Fee-exempt borrowing membership was extended to the staff and students of the Tasmanian Polytechnic. Participants in the University of the Third Age (U3A) can now become Special Borrowers at a reduced fee.

The Library was an industry representative on a Tasmanian Polytechnic project team which developed a new unit in the Certificate III in Library/Information Services. Funded as an e-Learning Innovation Project under the auspices of the







Australian Flexible Learning Framework, the new unit focussed on developing information literacy skills using Web 2.0 tools. Students completed the unit in semester 2 2009.

The Library continued to work closely with the Australian Library and Information Association (ALIA). UTAS hosted a regional meeting of the ALIA National Advisory Congress (NAC) in September. The meeting was an opportunity for local librarians to consider their role, and that of ALIA, in lobbying and advocacy.

## Management

In 2009 the Library participated in several benchmarking projects that allowed Library services and support to be assessed in comparison with identified good practice or the services and support in a comparable university library. UTAS and the University of Wollongong (UoW) undertook a benchmarking project in the area of academic transition support. The project required the Library to complete a self-assessment of transition support for first-year students and participate in the distillation of an overall institutional assessment. The Library subsequently arranged a meeting with UoW Library colleagues to exchange information about specific programs and developments mentioned in our library assessments and to instigate further discussions.

The Creating Accessible Teaching and Support (CATS) project, hosted at UTAS, assists universities to create equitable access for students with disabilities and to comply with the relevant legislation and standards. The framework includes a self-assessment tool to review performance against benchmarks and in 2009 the Library piloted this tool to assess the inclusiveness of Library services and ICT access and the degree to which the needs of students with disabilities are met. An action plan was developed as a result of the pilot and the Library will be working with other areas of the Division of Students and Education to implement the recommended actions.

The Library continued to work closely with other sections of the Division of Students and Education in many areas and led a Divisional planning group to identify and progress opportunities for sections in the Division to work collaboratively on particular tasks and projects. The Library is also working more closely with Information Technology Resources (ITR) through the formation of a Library ITR Coordinating Group (LICG) which is improving communication between the two sections.





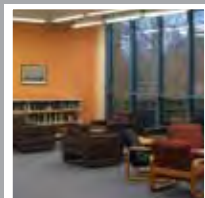
The University Librarian continued to Chair the UTAS Web Services Operations Group (WEBSOG) which has implemented a new content management system and developed web publishing guidelines. The Library was represented on the Web 2.0 advisory sub-committee which has piloted a UTAS-hosted blog and has investigated an iTunes U pilot.

In April, the Library successfully completed a Copyright Agency Limited (CAL) sample scheme survey, during which records of all material copied were collected. The Library's digital repository, Equella, stores and records details of textual material copied under the University's statutory copyright licence and the Library was very pleased with both the results of the CAL survey and Equella's performance in assisting the University to meet its obligations.

In 2009, the University Librarian was invited to join the Victorian University Librarians' Group. In May, the University Librarian was a member of a panel reviewing the services and activities of Flinders University Library.

### Service standards

We aim to have...	2009 performance
Returned items available for loan within 2 hours	All libraries met target
Required readings on Reserve and e-Reserve or available via our electronic resources	All libraries met target when reading lists submitted in good time. Delays in receiving reading lists delayed availability of a small number of Reserve materials.
The majority of additional material on unit reading lists available in the Library or via our electronic resources	All libraries met target
Items available on the shelves at another UTAS library sent within 3 working days	All libraries met target
Journal articles requested from off-site Store delivered electronically the next working day	77.8% of requests were filled within 24 hrs 22.2% were not in holdings or incorrectly cited, available online or on shelf in branch library, or had been re-located to off-site store.
Exam papers released to us available online within 3 weeks of receipt	Target met



<p>Document Delivery requests delivered within</p> <ul style="list-style-type: none"> <li>• 5 days for copies</li> <li>• 24 hours for urgent copies</li> <li>• 14 days for loans</li> <li>• 3 days for urgent loans</li> </ul>	<p>Copies - 78% of requests supplied within 1 day; 97.8% within 5 days; 98.8% within 7 days; 99.3% within 10 days. Urgent copies included in figures above</p> <p>Loans - from Aust/NZ libraries within 14 days.</p> <p>Loans – from overseas 14+ days depending on supplier.</p>
<p>Newly acquired material available promptly on the Library shelves, normally within 6 weeks</p>	<p>Newly acquired material on shelf same week of arrival, often same day of arrival. 5,345 items were received, 5,316 catalogued [fewer than 2008 due to exchange rate]</p>
<p>Orders for new material placed within 3 days of receiving the request</p> <p>Urgent orders placed within 24 hours</p> <p>Most orders received within 3 months</p>	<p>99.5% of orders placed within 3 days of receiving request</p> <p>99.01% of urgent orders placed within 24 hours of receiving request</p> <p>Average supply time: 37.52 days</p>
<p>Received up-to-date reading and Reserve lists with all requested details, 6-8 weeks prior to the start of a new semester</p>	<p>When reading lists were received 6-8 weeks prior to the semester commencing, items were processed in time for the start of semester.</p>
<p>Library Impact Statements included as part of the new course approval process to ensure that the Library has adequate resources for each new course</p>	<p>12 statements were completed. 3 did not require additional resources, the Library funded the resources required for 7, and asked for additional funds for 2.</p>
<p>Answered telephone and online queries as they are received and checked emails twice a day during Library opening hours</p>	<p>All libraries met target</p>
<p>Have required readings available in an accessible format for students registered with Disability Services</p>	<p>All libraries met target</p>
<p>Received client feedback via</p> <ul style="list-style-type: none"> <li>- Ask us for help form</li> <li>- Suggestion boxes in all libraries</li> </ul>	<p>184 comments via feedback form - 32.6% positive, 35.4% negative and 32% suggestions.</p> <p>19.6% found what they were looking for</p> <p>19.6% waited more than 5 minutes for service</p> <p>18.5% were happy with the service received</p>
<p>Responded to feedback within 2 week days when name and contact details are included.</p>	<p>16.8% of comments included contact details.</p> <p>Of these 42% were replied to within 2 days.</p>

# Key facts and figures 2009

The Australian Maritime College became an institute of the University of Tasmania on 1 January 2008.

## Client population

	2009	2008	2007
Student enrolments	24,430	22,325	20,284
Staff numbers (excluding casuals)	2,547	2,383	2,154

## Libraries

	2009	2008	2007
Number of libraries	8	8	7
Number of additional service points	3	2	2
Opening hours per week	79.5	79.5	71.5
Study seats	1,238	1,305	1,194
Student computers	205	198	198
Visits	1,192,959	* 1,225,947	1,117,328
Number of photocopies	667,127	882,114	978,233
Number of prints to Library printers	1,074,930	1,017,280	953,207

\*Prior to 2008, visit numbers excluded the Music Library

## Staffing

	2009	2008	2007
Library staff	81.5 FTE	80.4 FTE	75.5 FTE

## Expenditure

	2009	2008	2007
Salaries	\$6,079,319	\$5,340,929	\$4,834,285
Operating	\$1,163,339	\$1,250,459	\$680,665
Acquisitions	\$4,711,003	\$3,875,310	\$3,519,871
Total	\$11,953,661	\$10,466,698	\$9,034,821

## Loans

	2009	2008	2007
Total items lent	308,428	352,492	321,401
Reserve items lent	73,299	79,312	80,637
University Libraries Australia loans	2,888	4,264	3,459

## InterCampus, Flexible Library and Document Delivery services

	2009	2008	2007
InterCampus – loan requests filled	18,835*	44,322	42,285
Document delivery – UTAS requests filled	15,277	14,082	11,981
Document delivery – external requests filled	1,541	1,758	2,108

\*In 2009 the statistics collection methodology changed

## Information skills training

	2009	2008	2007
Information skills sessions held	1,331	1,059	1,267
Information skills training participants	12,382	10,389	14,021

## Collections

	2009	2008	2007
Monograph titles	540,373	564,561	548,472
Serial titles (paper)	14,950	15,139	14,925
Microform titles	719	1,901	1,888
Electronic titles (including ebooks)	77,034	47,834	45,090
Other non-book titles (kits, maps, av, etc)	23,078	23,968	22,483
<b>Total library items</b>	<b>656,154</b>	<b>653,403</b>	<b>632,858</b>

## ePrints – open access digital repository

	2009	2008
Unique visitors	348,352	202,686
Number of visits	492,987	274,994
Pages viewed	1,397,633	1,558,267
Hits	8,021,673	7,871,950

## Library blog

	2009	2008
Hits	15,659	9,458*

\*from April 2008 onwards

## CrossSearch federated searching of databases

